

Adding New Items to an Existing Order

1. [Log in](#) to Sales.



2. Click the Maintenance icon and find the existing order.

(See [Order Maintenance: Viewing Specific Orders](#) for more information.)

Order #	<input type="text"/>	✓	Last orders for	Agile Admin - Regis	✓
Last Name	agile	✓	Last orders you sold or maintained		✓
	<input checked="" type="checkbox"/> Exact Match		Barcode	<input type="text"/>	✓
Customer #	<input type="text"/>	✓	Membership	(All)	✓
Document #	<input type="text"/>	✓	Member #	<input type="text"/>	✓
	<input type="checkbox"/> Credit Card <input type="checkbox"/> Gift Card		List orders for an event		✓

Name	Order #	Order Date	Org	Buyer Type	City	State	Changed	User
Agile, Joe	106586	8/10/2015 4:25 PM	Agile Festival	Web - Advanced	Hermitage	TN	8/10/2015 4:27 PM	agileweb
Agile, Joe	106582	8/10/2015 2:37 PM	Agile Festival	Web - Advanced	Hermitage	TN	8/10/2015 2:38 PM	agileweb
Agile, Joe	106581	8/10/2015 12:56 PM	Agile Festival	Web - Advanced	Hermitage	TN	8/10/2015 12:58 PM	sa
Agile, Peter	106574	8/1/2015 12:23 PM	Agile Festival	AMS - BoxOffice	HERMITAGE	TN	8/1/2015 12:25 PM	sa
Agile, Peter	106573	8/1/2015 12:18 PM	Agile Festival	AMS - BoxOffice	HERMITAGE	TN	8/1/2015 12:20 PM	sa
Agile, Joe	96597	7/23/2015 11:18 AM	Agile Festival	Web - Advanced	Hermitage	TN	7/23/2015 1:49 PM	sa
Agile, DeeDee	96606	7/23/2015 1:26 PM	Agile Festival	AMS - BoxOffice	HERMITAGE	TN	7/23/2015 1:41 PM	sa
Agile, Joe	96596	7/23/2015 9:31 AM	Agile Festival	AMS - BoxOffice	Hermitage	TN	7/23/2015 9:32 AM	sa
Agile, Joe	96583	7/16/2015 4:32 PM	Agile Festival	Web - Advanced	Hermitage	TN	7/16/2015 4:33 PM	agileweb
Agile, Jill	96568	7/9/2015 2:47 PM	Agile Festival	AMS - BoxOffice	HERMITAGE	TN	7/15/2015 2:09 PM	sa
Agile, Jill	96575	7/15/2015 9:47 AM	Agile Festival	AMS - BoxOffice	HERMITAGE	TN	7/15/2015 1:57 PM	sa
Agile, Joe	96569	7/9/2015 4:49 PM	Agile Festival	Web - Advanced	Hermitage	TN	7/9/2015 4:50 PM	agileweb
Agile, DeeDee	96567	7/9/2015 2:41 PM	Agile Festival	AMS - BoxOffice	HERMITAGE	TN	7/9/2015 2:41 PM	sa
Agile, Mary	96566	7/9/2015 2:36 PM	Agile Festival	AMS - BoxOffice	Hermitage	TN	7/9/2015 2:36 PM	sa
Agile, Melinda	96564	7/9/2015 2:31 PM	Agile Festival	AMS - BoxOffice	Hermitage	TN	7/9/2015 2:32 PM	sa
agile, Christy	96563	7/9/2015 2:28 PM	Agile Festival	AMS - BoxOffice	Hermitage	TN	7/9/2015 2:29 PM	sa
Agile, William	96562	7/9/2015 2:27 PM	Agile Festival	AMS - BoxOffice	HERMITAGE	TN	7/9/2015 2:27 PM	sa
Agile, Mary	76461	5/7/2015 10:13 AM	Agile Festival	AMS - BoxOffice	Hermitage	TN	7/9/2015 1:40 PM	sa
Agile, Mary	86570	6/30/2015 2:38 PM	Agile Festival	AMS - BoxOffice	Hermitage	TN	7/1/2015 1:31 PM	sa
agile, Christy	86569	6/30/2015 2:38 PM	Agile Festival	AMS - BoxOffice	Hermitage	TN	6/30/2015 2:42 PM	sa

3. Open the existing order and view the Order Summary.

Customer #: 63952		
Billing Address DeeDee Agile 1313 Mockingbird Lane HERMITAGE, TN 37076	Shipping Address DeeDee Agile 1313 Mockingbird Lane HERMITAGE, TN 37076	Credit Info Credit Limit: \$0.00 Available Credit: \$0.00 Account Balance: \$0.00 Deferred Balance: \$0.00

Event Name	Event Time	Venue	Price	Fee	Service Fee	Delivery	Sold For	Transaction	Fulfilled
<input type="checkbox"/> Agile Shorts Night	9/18/2015 7:00 AM	Elm Hill Cinema				Print Immediately - No Charge			
<input type="checkbox"/> 1 General Admission - General Admission			\$10.00	\$0.00	\$0.00		98271	7/9/2015 2:41 PM	
<input type="checkbox"/> Ticket									
Delivery Fee	Delivery Price Type	Delivery Fee	Transaction						
<input type="checkbox"/> Print Immediately	No Charge	\$0.00	98271						

Proceed >

4. Click the Event tab.

The screenshot shows the software interface with the 'Event' tab selected in the left-hand menu. The main area displays an 'Item Summary' table with columns for Event Name, Event Time, Venue, Price, Fee, Service Fee, Delivery, Sold For, Transaction, and Fulfilled. A 'Delivery Fee' section is also visible below the table.

Event Name	Event Time	Venue	Price	Fee	Service Fee	Delivery	Sold For	Transaction	Fulfilled
<input type="checkbox"/> Agile Shorts Night	9/18/2015 7:00 AM	Elm Hill Cinema							
<input type="checkbox"/> 1 General Admission - General Admission			\$10.00	\$0.00	\$0.00			98271	7/9/2015 2:41 PM
<input type="checkbox"/> Ticket									

Delivery Fee

Delivery Fee	Delivery Price Type	Delivery Fee	Transaction
<input type="checkbox"/> Print Immediately	No Charge	\$0.00	98271

5. Find the item you wish to add to the order. Add the item(s) to the order and click Proceed.

The screenshot shows a list of items with columns for Name, Day, Date, Duration, Venue, Org, and Sale Status. A red box highlights the 'Black Butterflies' item, and a red arrow points to the 'Add' button. A callout box says 'Select the event you wish to add'. Another red box highlights the quantity '2' in the 'Ticket' row, and a callout box says 'Select the number of tickets that need to be added to the order'.

Name	Day	Date	Duration	Venue	Org	Sale Status
Bill Cunningham New York	Sun	Aug 23, 2015 7:00 AM	1h 24m	Agile Theatre (S2)	FF	On Sale
Black Butterflies	Tue	Sep 15, 2015 4:10 AM	1h 40m	Agile Theatre (S2)	FF	On Sale
Even the Rain	Tue	Sep 15, 2015 4:10 AM	1h 44m	Central Pike Cinema	FF	On Sale
Bill Cunningham New York	Tue	Sep 15, 2015 7:15 AM	1h 24m	Central Pike Cinema	FF	On Sale
Bill Cunningham New York	Tue	Sep 15, 2015 8:50 AM	1h 24m	Agile Theatre (S1)	FF	On Sale
Black Butterflies	Tue	Sep 15, 2015 9:50 AM	1h 40m	Central Pike Cinema	FF	On Sale
Bill Cunningham New York	Fri	Sep 18, 2015 4:00 AM	1h 24m	Agile Theatre (S1)	FF	On Sale
Bill Cunningham New York	Fri	Sep 18, 2015 4:00 AM	1h 24m	Elm Hill Cinema	FF	On Sale

Customer Benefit Summary For Event
Up to 6 General Admission Voucher Redemption tickets remaining.

Tier - Sales Line Type	Price	Fee	Service Fee	Subtotal	Available
<input type="checkbox"/> 2 Ticket	\$10.00	\$0.00	\$0.00	\$10.00	166
<input type="checkbox"/> 0 Student / Senior Ticket	\$8.00	\$0.00	\$0.00	\$8.00	

6. The Order Summary should now reflect the new items. Once all the new items have been added, click Proceed to move to the Payment Summary page.

Item Summary

Event Name	Event Time	Venue	Price	Fee	Service Fee	Delivery	Sold For	Transaction	Fulfilled
Print Immediately - No Charge									
Black Butterflies	9/15/2015 4:10 AM	Agile Theatre (S2)							
2 General Admission - General Admission									
Ticket			\$10.00	\$0.00	\$0.00			108299	
Ticket			\$10.00	\$0.00	\$0.00			108299	
Print Immediately - No Charge									
Agile Shorts Night	9/18/2015 7:00 AM	Elm Hill Cinema							
1 General Admission - General Admission			\$10.00	\$0.00	\$0.00			98271	7/9/2015 2:41 PM
Ticket									
Print Immediately - No Charge									
Delivery Fee									
Delivery Price Type			Delivery Fee			Transaction			
No Charge			\$0.00			98271			

Proceed >

7. The amount of the new tickets will be displayed in the Payment Information. Select the method of payment from the drop-down or from the cash amount buttons at the bottom of the screen.

Payment Information

Amount: 20.00

(Choose Method) [v]

- (Choose Method)
- Cash
- Discover
- Gift Card - Film Cash
- MasterCard
- Visa

Expiration Date (Mo.) (Year)

Security Code

Training Mode Active

Summary Info

Transaction Number: 108299

Subtotal: \$20.00

Delivery Fees: \$0.00

Donations: \$0.00

Tax: \$0.00

Total: \$20.00

Minimum Due: \$20.00

Payment Total:

Current Balance Due:

Apply Payment Finalize \$1 \$5 \$10 \$20 \$50 \$100 Exact Change

Select a method of payment from the drop-down menu. For cash, use the buttons below to reflect the amount given to you by the customer. The change due will be automatically calculated.

8. Once the payment has been processed, click Finalize.

Payment Information	Summary Info	
Amount <input type="text" value="20.00"/>	Transaction Number: 108299	
(Choose Method) <input type="button" value="v"/>	Subtotal: \$20.00	
Document Number <input type="text"/>	Ticket Fees: \$0.00	
Card Holder Name <input type="text"/>	Service Fees: \$0.00	
Expiration Date	Order Fees: \$0.00	
(Mo.) <input type="button" value="v"/> (Year) <input type="button" value="v"/>	Delivery Fees: \$0.00	
Security Code <input type="text"/>	Donations: \$0.00	
Training Mode Active	Tax: \$0.00	
	Total: \$20.00	
	Minimum Due: \$20.00	
		Payment Total:
		Current Balance Due:
<input type="button" value="Apply Payment"/>	<input type="button" value="Finalize"/>	<input type="button" value="\$1"/>
		<input type="button" value="\$5"/>
		<input type="button" value="\$10"/>
		<input type="button" value="\$20"/>
		<input type="button" value="\$50"/>
		<input type="button" value="\$100"/>
		<input type="button" value="Exact Change"/>